



The Corporation of the District of North Vancouver

CORPORATE POLICY MANUAL

Section:	Social and Community Services	10
Sub-Section:	Planning - Public Involvement Process	4960
Title:	FRAMEWORK FOR PUBLIC INVOLVEMENT - REFERENCE GUIDE	1

POLICY

In order to encourage a wide and diverse range of public involvement and ensure that those processes are timely and meaningful, municipal processes will be designed and delivered in accordance with the Framework for Public Involvement. The complete Framework for Public Involvement Manual is available in hard copy from the Clerk's Office or electronically either on the District Junction (staff only) or the Infoweb. Attachment 1 of this Policy is a Reference Guide to the Framework.

REASON FOR POLICY

To serve as a guide for staff in implementing public involvement processes.

AUTHORITY TO ACT

Delegated to Staff

PROCEDURE

As outlined in Attachment 1 of this Policy

Approval Date:	April 22, 1996	Approved by:	Executive Committee
1. Amendment Date:		Approved by:	
2. Amendment Date:		Approved by:	
3. Amendment Date:		Approved by:	

REFERENCE GUIDE TO FRAMEWORK FOR PUBLIC INVOLVEMENT MANUAL

In 1996 the Council of the District of North Vancouver approved the Public Involvement Framework which sets out the policies, principles and practices for public involvement processes in the District.

The Framework is intended to be used as a tool for staff to design effective public involvement processes, consistent with the District's Governance Principles that "***we believe that open and responsive local government occurs through decision-making processes that are accessible to those wishing to participate, easily understood, timely, just and fair***" and "***we believe that local government must be accountable, efficient and effective***".

The Manual, which consists of four parts (or volumes), was developed as a guide for staff in designing and delivering municipal processes which encourage a wide and diverse range of public involvement and ensure that those processes are timely and meaningful. The various volumes can be used together or separately depending upon the reference tool required for the task that staff are working on.

The information contained in the Framework has been summarized in this guide as a quick reference tool for staff. A complete copy of the Framework is available electronically, either on the District Junction (staff only) or on the Infoweb. Copies of the full manual are available in the Clerk's Office and can be purchased for \$20.00.

Volume 1 Policy Framework

Volume 1 sets out the policy framework and guiding principles and Council policies related to public involvement. It summarizes the framework under which the development and the implementation of public involvement processes within the District of North Vancouver are carried out:

1.1 The Corporate Business Plan:

The Corporate Business Plan outlines the District's Mission Statement, governance Principles, Corporate Values and Corporate Priorities. The Business Plan also includes many statements reinforcing the importance of public involvement in the way the District "does business".

1.2 Council's Overall Policy on Public Involvement:

- Expectations
- District Responsibilities
- Public Responsibilities
- Constraints

1.3 Guiding Principles for Public Involvement:

The District's and other municipalities, experience with public involvement processes indicates that the following principles are key to success.

- Integrity
- Flexible
- Responsive
- Open and Informed
- Collaborative
- Fair
- Clear
- Efficient

1.4 Policy Statement on Community Committees of Council and Community Associations

Citizens are more easily and effectively engaged in the process on their own turf. Citizens gather in many groups and organizations. These are a natural community infrastructure to enhance the District's public involvement processes. The District also has more formal relations with its own appointed community committees and individual community and ratepayer associations

1.5 Community Associations and Neighbourhood Livability:

There are tremendous benefits to be gained by having active, involved community associations at the neighborhood level. These organizations enable residents to work together to: address local issues, create a sense of community by connecting people with each other, develop needed programs and services, and provide input into municipal decision-making from those who are affected.

In 1994, the District of North Vancouver adopted a framework for neighbourhood livability and involvement. Included in that framework was the Official Recognition of Community Associations. Those Community Associations which meet the established criteria can register with the District and will be given Official Recognition. The District has also developed a fund to assist recognized community associations in developing their memberships and increasing involvement and to support the development of new neighbourhood associations in areas where none currently exist.

Volume 2 Designing and Implementing

Volume 2 is the "How to" portion of the manual which outlines the questions to ask and issues to consider when staff design public involvement processes. It lays out a framework for designing public involvement processes for those issues and decisions where there are no current common practices:

2.1 Public Involvement Dilemmas - A Cautionary Note

2.2 Steps to Design a Public Involvement Process

2.3 Details on Steps to Design a Public Involvement Process

Step 1: Goals for Public Involvement

Step 2: Level of Public Involvement

Some Questions worth considering for Level, Objectives and Outcomes

Step 3: Who Needs to Be Involved?

Step 4: Techniques Used to Involve

2.4 Costs and Benefits

Volume 3 Current Practices

Volume 3 is a list of the processes that we currently have for involving the public in the myriad of decisions that are made which affect them. It outlines the District's Standard Practices for Public Involvement. However, there will always be issues that require more specifically designed public involvement processes.

For example:

- reviews of the District Official Community Plan
- development of significant District-wide policies
- exploration of issues that affect everyone, all aspects of the community, and multiple aspects of the District as a municipal corporation.

Volume 3 is intended to assist you in designing a public involvement process that fits your situation. The sections outline:

- issues that need to be considered;
- questions that must be addressed to ensure completeness and appropriateness;
- techniques that can be used.

Current Practices:

- 3.1 Formal Public Meetings and Hearings**
- 3.2 Annual Business Plan Review**
- 3.3 Annual Budget Process**
- 3.4 Board of Variance Applications (Hardship Considerations)**
- 3.5 Bus Stop Locations (New, Close Down, Relocate)**
- 3.6 Child Care Facilities Business Licence Applications**
- 3.7 Council Delegations**
- 3.8 Development Variance Permits for Single-Family Housing (heights above neighbourhood zoning regulations)**
- 3.9 Land Use and Development Permit applications**
- 3.10 Local Improvements (roads, curbs, sewers, lighting, lanes, parking)**
- 3.11 Official Community Plan**
- 3.12 Neighbourhood Pub Business Licence Applications**
- 3.13 Neighbourhood Traffic Control Program**
- 3.14 Single Family Neighbourhood Zoning (regulations specific to a neighbourhood within the local Official Community Plan)**
- 3.15 Park Planning**
- 3.16 Subdivision Applications**
- 3.17 Trees on District Property**

Volume 4 Tool Box

Volume 4 is a "Tool Box" of creative techniques which suggests various mechanisms and ideas that can be considered in designing and processing. Designing and leading public involvement processes requires diverse knowledge, skill, and experiences. This volume has been developed to provide some basic ideas on:

4.1 Looking for Resources within the District

- 4.1.1 Communications Department
- 4.1.2 Experience in Public Involvement
- 4.1.3 Community Groups

4.2 Working with Task Forces and Other Groups

- 4.2.1 Characteristics of Effective Teams
- 4.2.2 Phases of Group Development
- 4.2.3 Resolving Conflicts

4.3 Meetings

- 4.3.1 Designing Meetings
- 4.3.2 Chairing Meetings
- 4.3.3 Styles of Decision-Making

4.4 Facilitation

- 4.4.1 Principles of Effective Facilitation
- 4.4.2 Keeping it simple
- 4.4.3 Techniques

4.5 Exploring Non Traditional approaches

- 4.5.1 Future Search
- 4.5.2 Open Space Technology

4.6 Using Consultants

4.7 Exploring the Literature